

How to Uninstall and Reinstall the CORM Product

Occasionally, the DDMO will request that a user uninstall and reinstall the CORM product to troubleshoot an issue. If you receive this type of request, use the following procedures to perform these actions.

To Uninstall the CORM Product

1. Select the **Start** button, and then **Settings > Control Panel**. The **Control Panel** window appears.
2. Select **Add or Remove Programs**. The **Add or Remove Programs** window appears.
3. Locate and click on **DDRS CORM**. The system expands the DDRS CORM entry and provides a **Change/Remove** button on the far right.
4. Select the **Change/Remove** button. The **DDRS CORM Maintenance** window appears.
5. Ensure that the **Remove the application from this computer** radio button is selected and then select **OK**.
6. Close the **Add or Remove Programs** window.

To Install the CORM Product

1. Select the following link or manually enter the following URL into your browser's **Address** field:

<http://ddrsprovider.fssa.in.gov/corm/publish.htm>

The DDRS CORM installation screen appears.

2. Select **Install**.
3. Select **Run** in the **File Download – Security Warning** window.
4. Select **Run** in the **Internet Explorer – Security Warning** window.
5. Select **Install** in the **Application Install – Security Warning** window. After a few seconds, the **CORM Login** window appears.
6. (Optional) Log in to the CORM product.